

HEALTHCARE QUALITY CERTIFICATION BOARD

(HQCB)

**DANTES Test
Centers'
Authorization**

The Healthcare Quality Certification Board (HQCB) authorizes military installations with DANTES Test Centers to administer the Certified Professional in Healthcare Quality (CPHQ) certification examinations.

Background

The Healthcare Quality Certification Board (HQCB) of the National Association for Healthcare Quality (NAHQ) was formed in 1976 to advance the profession of healthcare quality management through the development of a certification program. The HQCB is the certifying arm of NAHQ.

The HQCB adopted a name change in 1992 consistent with terminology changes in the field. Prior to 1992, the HQCB was known as the Quality Assurance Certification Board (CPQA).

The HQCB is a globally recognized leader dedicated to improving the quality of healthcare by providing a valid process for assessing the competency of professionals in healthcare quality. The CPHQ designation is the internationally recognized competency-based credential for the healthcare quality profession.

Address

Healthcare Quality Certification Board
P.O. Box 1880
San Gabriel, CA 91778

Toll Free Phone: (800) 346-4722
Fax: (626) 286-9415

Description

Education Level

HQCB's goal is to promote the continuous improvement of quality in healthcare by providing educational and development opportunities for professionals at all management levels and within numerous healthcare settings, such as:

- Licensed Practical Nurse LPN/LVN
 - Registered Health Information Technician (RHIT)
 - Registered Health Information Administrator (RHIA)
 - Diploma in Nursing (Registered Nurse)
 - Associate Degree
 - Bachelor's/final degree
 - Master's Degree
 - Doctoral degree (other than Medical Doctor)
 - Medical Doctor (U.S. & International)
 - Medical Doctor (U.S. only)
 - Other
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Examination Information

The certification examination is a written, comprehensive, job-related, objective test consisting of 125 multiple-choice questions. HQCB uses the following percentage guidelines in selecting the three types of questions, which appear on each examination: 33 percent recall, 53 percent application, and 14 percent analysis.

Examination Content

A complete outline is included in the *Candidate Handbook*. A condensed outline is shown below.

Content	Percentage
Management and Leadership	22
Information Management	29
Education, Training and Communication	14
Performance Measurement and Improvement	35

Application Procedures

Candidate Handbook

All candidates are advised to contact the HQCB and request the *Candidate Handbook* be mailed to them for review prior to submitting a completed application form and fee.

NOTE: The *Candidate Handbook* contains additional details, explanations, and request forms that all candidates should review. The required signed attestation statement on page 2 of the application form attests that each candidate has read the *Handbook* or exam information on their web site prior to applying for the exam.

How to obtain Application and Handbook

Candidates may request an application and handbook in one of the following ways:

- Write HQCB, P.O. Box 1880, San Gabriel, CA 91778
 - Call (626) 286-9074 or toll free U.S. and Canada 1-800-346-4722
 - Fax (626) 286-9415 or
 - E-mail CandidateHandbook@CPHQ.org
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Eligibility

Eligibility Requirements

The eligibility requirements to qualify to sit for the CPHQ examination are:

- **Education:** Associate, baccalaureate, final, masters or doctoral degree in any field **or** Registered Nurse (RN) license **or** healthcare information management accreditation (Registered Health Information Technician, RHIT or Registered Health Information Administrator, RHIA), **and**
- **Experience:** Minimum of two years full-time experience or its part-time equivalent (4,160 hours) in quality improvement, quality management, case/care/disease/utilization management, or risk management activities within the last five years by the date of the examination.

NOTE: See the CPHQ exam content outline for important information Concerning “Hours of Work Experience.” Candidates must meet **BOTH** the education and experience minimum requirement to register.

Program Materials and Assistance

Study Materials HQCB does not produce, sponsor, endorse, or financially benefit from any review courses or publish materials for the CPHQ exam. No single source can adequately prepare a candidate to pass the exam. A list of some possible resources you might choose to use is in the *Candidate Handbook*. It is provided free upon request.

Ordering

Ordering Mail your application, with fees to:

**HQCB
P.O. Box 1880
San Gabriel, CA 91778**

NOTE: A letter from the DANTES TCO on official stationery committing to administration of the examination with the candidate name must accompany the application.

Certification Fees

Fees The examination is administered internationally each fall. Fees for the CPHQ examination are as follows:

	Early Bird Fee <u>Postmarked by 6/30</u>	Regular Fee <u>Postmarked by 8/31</u>
Non-NAHQ member	\$350 US	\$400 US
NAHQ member	\$285 US	\$335 US

Refunds

Refunds

To cover processing cost, \$85 of the examination fee is not refundable. The remainder of the exam fee will be refunded if a written request is received at least five days prior to the exam date.

Refund requests received at least five days prior to the exam date but after the candidate database has been sent to the test center are processed approximately 6 weeks after the exam date.

Administration

Military Administration

DANTES TEST CENTERS MAY ADMINISTER THE CPHQ CERTIFICATION EXAMINATION TO ELIGIBLE ACTIVE DUTY MILITARY AND RESERVE COMPONENT PERSONNEL ON AN UNFUNDED (EXAMINEE PAYS) BASIS UNLESS EXISTING MILITARY REGULATIONS PROVIDE OTHERWISE.

Civilian Administration

DANTES test centers may administer the CPHQ certification examination to the following civilians on an **UNFUNDED (EXAMINEE PAYS) AND SPACE-AVAILABLE BASIS** according to local command policy and Service regulations:

- Retired military personnel
 - Military family members
 - Veterans, and
 - U.S. federal employees
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Scoring

Test Results Test results are sent directly to the candidate from the testing agency approximately 6 weeks after the examination. Candidates should report to the HQCB (626-286-8075, X5) if results are not received.

NOTE: All test results are reported as “Pass” or “Fail.”

Failing candidates may reapply for subsequent examinations.

Notification of Certification

Certificates HQCB will send a certificate of successful completion of the examination, identification card, and CPHQ pin to passing examinees.

Recertification

Continuing Education Each CPHQ is required to maintain continuing education (CE) requirements consisting of 30 CE hours every two years. The Recertification cycle begins on January 1 of the year following completion of the certification exam and ends on December 31 of the second year.

Problems

Problems If information pertaining to the examination is not received in a timely manner, please contact HQCB.

Security

Test Loss or Compromise

Refer to Part I of the *DANTES Examination Program Handbook (DEPH)* for complete instructions if there is a CPHQ test loss or compromise.

Contact DANTES immediately and refer to specific Service regulations for complete procedures. DANTES address is:

DANTES	Phone: (850) 452-1360
Code 20F	DSN: 922-1360
6490 Saufley Field Road	Fax: (850) 452-1161
Pensacola, FL 32509-5243	

Web Pages and E-mail Addresses

DANTES Web Address

Access the DANTES web pages at <http://www.dantes.doded.mil>.

HQCB Web Address

Access the HQCB web page at www.cphq.org.

DANTES E-mail Address

The DANTES Certification Program E-mail address is certprog@voled.doded.mil.
